

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 03/07/2011

Department of Education
Office of Federal Student Aid
FOR CERTIFYING OFFICIAL: Winona Vernon
FOR CLEARANCE OFFICER: Darrin King

In accordance with the Paperwork Reduction Act, OMB has taken action on your request received 03/02/2011

ACTION REQUESTED: Generic IC

TYPE OF REVIEW REQUESTED:

ICR REFERENCE NUMBER: 201004-1845-005

AGENCY ICR TRACKING NUMBER: 4190

TITLE: Generic Clearance for Federal Student Aid Customer Satisfaction Surveys and Focus Groups Master Plan

LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved without change

OMB CONTROL NUMBER: 1845-0045

The agency is required to display the OMB Control Number and inform respondents of its legal significance in accordance with 5 CFR 1320.5(b).

EXPIRATION DATE:

DISCONTINUE DATE:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	15,300	8,400	0
New	63,300	13,375	0
Difference			
Change due to New Statute	0	0	0
Change due to Agency Discretion	48,000	4,975	0
Change due to Agency Adjustment	0	0	0
Change Due to Potential Violation of the PRA	0	0	0

TERMS OF CLEARANCE: Terms of the Generic ICR remain in effect.

OMB Authorizing Official:

Kevin F. Neyland
Deputy Administrator,
Office Of Information And Regulatory Affairs

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Multiple Servicer Customer Satisfaction Surveys	N/A, N/A, N/A	2010 Additional Services Customer Survey-Borrowers, 2010 Additional Services Customer Survey-FSA and Partners Personnel, 2010 Additional Services Customer Survey-School Personnel		1,217 / 0 / 6,800
Generic Clearance for Federal Student Aid Customer Satisfaction Surveys and Focus Groups Master Plan	N/A, N/A	Annual Direct Loan School Customer Sat Web Survey, Technical Track Evaluation Survey, Customer Sat Survey for Schools Participating in the Quality Assurance Program , Ombudsman Customer Survey, Tools for Schools Training Survey, College.Gov Survey, 2009 Session Evaluation Fall Conference , FMS Multiple Surveys-FMS State Agencies, CSB Borrower Suvey, FMS Multiple Surveys-FMS GA, Editorial Services Customer Sat Survey, EDEXpress User Survey, Federal Student Aid Awareness Survey-Long Beach, In School Aided Survey, FFEL Borrower Servicing Survey, Quality Assuarnces Survey, Loan Choice for FFEL Borrowers Survey, Social Media Use in the FSA Community		7,874 / 0 / 22,896

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
		Survey, FSA Default Survey, EDEXpress Basics Customer Sat Survey, Training Satisfaction Survey-Longitudinal , School Requirements Survey, HERA Training Customer Sat Survey, FSAIC Cust Sat Survey (Spanish), Federal Student Aid Counselors Customer Sat Survey, FOTW Tracker Survey, FSAIC Cust Sat Survey (English), High School Students and Parents FSA Customer Sat Survey, Financial Partner Data Mart Customer Satisfaction Survey, Federal Student Aid Awareness Survey, Fundamentals Title IV Admin Customer Sat Survey, Direct Loan School Sat Survey, Students.gov Website Customer Sat Survey, FMS Multiple Surveys-FMS Lender, Common Services for Borrowers Discussion Guide		
FSA Pubs Focus Group Feedback Guide	N/A	Topic Guide-Publication Ordering Process Focus Groups		19 / 0 / 15

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Ease of Doing Business with FSA-School Partners Quarterly Customer Satisfaction Survey	N/A	US Department of Education Schools Partners Survey		90 / 0 / 1,800
Customer Satisfaction Survey for the Quality Assurance Program	N/A	Quality Assuarnces Survey		76 / 0 / 151
Total Hours Actually Used for Information Collections Under Currently Approved ICR:				9,276